

## Education and Training

Springfield Technical Community College

Cosmetology

## Occupational Licenses & Certificates

## Issuing Organization

**State of Massachusetts**

06/1994

## Honors & Activities

Many promotions and bonus's based on outstanding customer service an willingness to learn new skills.

### Additional Information



**KRISTINA L. LAGUERRE**  
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## Objective

For the post of data entry clerk in a business where I would utilize management skills and my ability to communicate and listen to others. Including co-workers and consumers. I have ability to interact with departmental and other employees on matters moving information and publications flow.

To secure a data entry clerical position I would like to develop my skills to make business strategy.

## Ability Summary

Highly experienced Customer Service professional. Able to handle customer calls with minimum supervision, while maintaining emphasis on the highest quality of customer service. Excellent listening skills, oral and written communications. Comfortable in interacting with all levels of the organization and public. Excellent problem solving and negotiating skills. Able to make decisions independently and quickly with minimal escalations. Last position increased my skills in a variety of ways. Areas of expertise include:

- \* Cash Management
- \* Balance Sheet Reconciliation
- \* Organization/ Prioritizing.
- \* Detail Oriented
- \* Multi Tasking
- \* Written and Verbal Communications

## Employment History

### Customer Service Associate (CSA)

10/2009 - 01/2015 CUMBERLAND FARMS INC 8090 US HWY 1, Sebastian, FL  
Customer service skills a MUST!  
Opening and closing of cash drawer  
Stocking and restocking shelves  
On occasion counting down other employees drawers and entering information into our computer system.  
Making bank deposits

### Senior Stylist

06/1994 - 09/2007 Tangles Hair Design Westfield, MA  
Dealing with cash registers and computer system. Maintaining positive work atmosphere as well as keeping many clients all satisfied and happy simultaneously. Managing a schedule per day containing many clients on an hourly